

Survey Guidelines

July 2018

To help better assess outcomes of LSTA-funded projects at the national level, the Institute of Museum and Library Services (IMLS) recently released guidelines for when, who, and how to conduct a survey for various types of projects. Outcomes are the changes in the attitude, behavior, knowledge, skills, status or life condition of the target audience.

Not all projects can reasonably use a survey to determine project outcomes; that depends on both the project's *activity* and *beneficiary (end user)*. Grantees are required to implement a survey for an LSTA project when:

- It includes an instructional program for the general public
- It includes an instructional program for the library workforce
- It involves content acquisition or creation
- It involves planning/ evaluation activities that aim to improve the library and/or improve services provided

Activity	Survey Library Workforce	Survey General Public
Instructional	Yes if Instructional Program	Yes if Instructional Program
Procurement	No	No
Content Acquisition or Creation	Yes	No
Planning/Evaluation	Yes	No

Guidelines for survey implementation:

All surveys must be reviewed and approved by the State Library before being implemented.

Funding Acknowledgement: Surveys must acknowledge the grant funding

- The full IMLS acknowledgment text is: "This (project/publication/activity) is supported by the Institute of Museum and Library Services under the provisions of the Library Services and Technology Act as administered by the Missouri State Library, a division of the Office of the Secretary of State".
- It is permissible to use a shortened statement when there are space constraints. If this is needed, IMLS prefers that you drop the phrase Library Services and Technology Act instead of Institute of Museum and Library Services. So, the shortened version would read: "This (program/project) was funded in part with a federal grant from the Institute of Museum and Library Services as administered by the Missouri State Library."

Survey Development

The survey questions below are required by IMLS. More questions may be added to meet local library needs.

Survey — Instructional Program for General Public – To be completed by the general public

1. I learned something by participating in this library activity.
2. I feel more confident about what I just learned.
3. I intend to apply what I just learned.
4. I am more aware of resources and services provided by the library.
5. I am more likely to use other library resources and services.

Survey — Instructional Program for Library Workforce – To be completed by library workforce

1. I learned something by participating in this library activity.
2. I feel more confident about what I just learned.
3. I intend to apply what I just learned.
4. Applying what I learned will help improve library services to the public.

Survey — Library Content (acquisition and creation activities only) - To be completed by library workforce

1. I am satisfied that the resource is meeting library needs.
2. Applying the resource will help improve library services to the public.

Survey - Planning and Evaluation – To be completed by library workforce

1. I believe the planning and evaluation addresses library needs.
2. I am satisfied with the extent to which the plan or evaluation addresses library needs.
3. I believe the information from the plan or evaluation will be applied to address library needs.

Procurement- N/A

To measure participants' response a scale ranging from Strongly Disagree to Strongly Agree should be used. The library may include a space for comments.

Example of a survey question:

I learned something by participating in this library activity.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Surveys that follow this model are available in the Resources section of this document and may be customized for use by your library.

Reporting Survey Responses

Grantees are **required** to summarize all survey results when submitting final reports to the State Library.

Example of survey summary:

20 survey responses were received and had the following responses:

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
I learned something by participating in this library activity.			3	15	2
I feel more confident about using what I just learned.	1	1	5	10	3
I intend to apply what I just learned.	2	1	7	5	5
Applying what I learned will help improve library services to the public.			10	7	3

[Project Outcome](#), an initiative of the Public Library Association, offers guidance for public libraries on how to measure the impact of their programs and services. Resources include a free [toolkit](#) which provides more specific survey questions for projects involving Civic/Community Engagement, Digital Literacy, Early Childhood Literacy, Economic Development, Education/Lifelong Learning, Job Skills, and Summer Reading. You must set up a free account to get full access to the toolkit.

Missouri State Library Grants:

Below is a list of grants provide by the Missouri State Library and the guidance for when a survey is/ is not required:

Grant Program	Survey Required
Digital Imaging	Yes, since content acquisition or creation is involved
Library Service Improvement	<ul style="list-style-type: none"> • Yes, if instruction/program for the general public is involved • Yes, if instruction/program for library workforce is involved
Public Library Collection Development	Yes, since content acquisition or creation is involved
Racing to Read	<ul style="list-style-type: none"> • Yes, if instruction/program for the general public is involved • Yes, if instruction/program for library workforce is involved • Yes, if content acquisition is involved
School Nonfiction Collection Development	Yes, since content acquisition or creation is involved
Show Me Steps	<ul style="list-style-type: none"> • Yes, for instruction/program for a group training
Spotlight on Literacy	<ul style="list-style-type: none"> • Yes, if instruction/program for the general public is involved • Yes, if instruction/program for library workforce is involved • Yes, if content acquisition is involved
Summer Library Program	<ul style="list-style-type: none"> • Yes, if instruction/program for the general public is involved • Yes, if content acquisition is involved
Technology Ladder	Please note: a survey is only required if the items to be purchased <i>involve training or have instructional or educational software</i> . If the project is solely the purchase and installation of new equipment, such as a server, the library <i>would not use a survey</i> as part of the evaluation process.
Technology Mini Grant	Please note: a survey is only required if the items to be purchased <i>involve training or have instructional or educational software</i> . If the project is solely the purchase and installation of new equipment, such as a server, the library <i>would not use a survey</i> as part of the evaluation process.

Resources

Survey for the General **Public** about Instructional Program

Session Title:	
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Thank you for your participation in this program.
Please provide your feedback about the program by completing the following questions.

1. I learned something by participating in this library activity.

Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree

2. I feel more confident about what I just learned.

Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree

3. I intend to apply what I just learned.

Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree

4. I am more aware of resources and services provided by the library.

Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree

5. I am more likely to use other library resources and services.

Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree

6. What other comments or suggestion about the program would you like to provide?

Survey for the **Library Workforce** about Instructional Program

Session Title:	
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Thank you for your participation in this program.
Please provide your feedback about the program by completing the following questions.

1. I learned something by participating in this library activity.

Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree

2. I feel more confident about what I just learned.

Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree

3. I intend to apply what I just learned.

Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree

4. Applying what I learned will help improve library services to the public.

Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree

5. What other comments or suggestion about the program would you like to provide?

Survey for the **Library Workforce** about Content Acquisition

Session Title:	
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Thank you for your participation in this program.
Please provide your feedback about the program by completing the following questions.

1. I am satisfied that the resource is meeting library needs.

Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree

2. Applying the resource will help improve library services to the public.

Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree

3. What other comments or suggestion about the content activity would you like to provide?

Survey for the **Library Workforce** about Content Creation

Session Title:	
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Thank you for your participation in this program.
Please provide your feedback about the program by completing the following questions.

1. I am satisfied that the resource is meeting library needs.

Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree

2. Applying the resource will help improve library services to the public.

Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree

3. What other comments or suggestion about the content created would you like to provide?

Survey for the **Library Workforce** about Planning/Evaluation

Session Title:	
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Thank you for your participation in this program.
Please provide your feedback about the program by completing the following questions.

1. I believe the planning or evaluation addresses library needs.

Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree

2. I am satisfied with the extent to which the plan or evaluation addresses library needs.

Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree

3. I believe the information from the plan or evaluation will be applied to address library needs.

Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree

4. What other comments or suggestion about the planning or evaluation activities conducted would you like to provide?